

PROFESSIONAL SUMMARY

Agile and adaptable team leader with stellar work history, motivational approach and upbeat nature. Skilled at training employees and leveraging organized approaches to handle daily planning, scheduling and customer service requirements. Hardworking team player bringing necessary experience and knowledge to tackle any operations demand.

WORK EXPERIENCE

Tech Mahindra Ltd – Team Lead - Operations

Pune, Maharashtra • 10/2019 – 09/2021

- Led team of 15 members while providing exceptional customer service.
- Mentored and guided team members to foster proper completion of assigned tasks.
- Increased efficiency and team productivity by promoting operational best practices.
- Followed-through on all critical inter-departmental escalations to increase customer retention rates.
- Resolved product or service problems by clarifying customer's complaint, determining cause of problem and selecting best solution to solve problem.
- Developed highly empathetic client relationships and earned reputation for exceeding service standard goals.
- Effective liaison between customers and internal departments.
- Following correct escalation procedures to Line Management and/or Customer Relations.
- Communicate and co-ordinate with internal departments.

SKILLS

- Team Oversight
- Supervision
- Delegation
- Process & Performance improvement
- Excellent problem-solving abilities
- Tech Savvy
- Familiar with MS Office applications including Word and Excel
- Troubleshooting Technical Issues
- Exceptional organizational skills

EDUCATION

June 2016 - April 2019

M.J. College, Jalgaon – BCA (Bachelor of Computer Applications)
C, C++, C#, DBMS, JAVA, PHP Major Subjects. Graduated from North Maharashtra University – Jalgaon, Maharashtra.

June 2014 - February 2016

M.J. College, Jalgaon – HSC
Brief studied about accountancy, economics, secretarial practice etc

March 2014

BGS Vidyalaya, Jalgaon – SSC